



## ***MANAGEMENT ORIENTATION***

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**WHAT IS AN EMPLOYEE ASSISTANCE PROGRAM (EAP)?**

**WHY DOES MY COMPANY HAVE AN EAP?**



# WHAT IS AN EAP?

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A WORKSITE BASED PROGRAM DESIGNED TO:

- ASSIST ORGANIZATIONS IN ADDRESSING PRODUCTIVITY ISSUES (ABSENTEEISM, PRESENTEEISM, SA, CONFLICT)
- ASSIST EMPLOYEES WITH IDENTIFYING AND RESOLVING PROBLEMS THAT MAY AFFECT JOB PERFORMANCE

**FIRST SUN EAP ALLIANCE, INC**  
**2700 MIDDLEBURG DRIVE**  
**COLUMBIA, SC 29204**

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**EMPLOYEE ASSISTANCE SERVICE  
ORGANIZATION**

**PRINCIPLE OFFICES IN COLUMBIA,  
CHARLESTON, SPARTANBURG, AND AIKEN**

- **AVAILABLE 24/7**
- **OFFICE HOURS 8:30AM – 5:30PM**





# TYPES OF PROBLEMS

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- PSYCHOLOGICAL/EMOTIONAL-  
DEPRESSION, ANXIETY
- GRIEF AND LOSS
- MARRIAGE/RELATIONSHIP COUNSELING
- FAMILY/CHILDREN
- SUBSTANCE ABUSE – SELF OR FAMILY  
MEMBERS



# TYPES OF PROBLEMS

## WORK-LIFE

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- **LEGAL – SIMPLE WILL OR OTHER SIMPLE DOCUMENTS AT LOW COST (\$25), FREE LEGAL CONSULTATION**
- **FINANCIAL – DEBT MANAGEMENT, BUDGETING, RETIREMENT PLANNING**
- **ELDERCARE – CAREGIVER SUPPORT, LEGAL ISSUES, FINANCIAL ISSUES**
- **CHILDCARE- DAYCARE, SUMMER CAMPS**
- **COLLEGE ASSISTANCE – PLANNING, SEARCHES**



# CONFIDENTIALITY

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- **SERVICES OF THE EAP ARE CONFIDENTIAL.**
- **A WRITTEN RELEASE SIGNED BY YOU IS REQUIRED TO RELEASE INFORMATION EXCEPT:**
  - **THREAT OF HARM TO SELF OR OTHERS**
  - **EVIDENCE OF CHILD OR ELDER ABUSE**
  - **COURT SUBPOENA**
  - **SAFETY SENSITIVE POSITIONS REGULATED BY FEDERAL AND STATE LAWS**

# ACCESSING THE EAP (800) 968-8143 INTAKE

**A TRAINED INTAKE COUNSELOR WILL:**

- **LISTEN TO YOUR CONCERNS AND REQUEST FOR ASSISTANCE**
- **ASK FOR SOME DEMOGRAPHIC INFORMATION FOR OUR RECORDS**
- **CONNECT YOU WITH A NETWORK PROVIDER OR A COMMUNITY RESOURCE**





# ACCESSING THE EAP

## (800) 968-8143

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- **SELF-REFERRAL** INTAKE COUNSELOR TALKS CONFIDENTIALLY WITH YOU ABOUT YOUR CONCERN AND REFERS YOU TO A NETWORK COUNSELOR
- **SUGGESTED REFERRAL** A CO-WORKER OR SUPERVISOR NOTES A CHANGE IN BEHAVIORS AND RECOMMENDS THE EAP



# ACCESSING THE EAP

## (800) 968-8143

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### WORKPLACE REFERRALS

- PERFORMANCE PROBLEMS HAVE BEEN IDENTIFIED AND YOU HAVE MADE A FORMAL REFERRAL TO THE EAP
- PERSONAL INFORMATION REMAINS CONFIDENTIAL
- YOU ARE TOLD ONLY:
  - IF YOUR EMPLOYEE IS PARTICIPATING
  - IF YOU'RE YOUR EMPLOYEE IS FOLLOWING EAP RECOMMENDATIONS

# MANAGING WORKPLACE PERFORMANCE PROBLEMS

- WHAT "PEOPLE PROBLEMS" GIVE YOU A HEADACHE?



# PROBLEMS IN THE WORKPLACE

## Personal Life



## Workplace Problems

Absenteeism

Tardiness

Low Productivity

Co-worker Conflict

Complaints

Threats

Tearfulness



# FORMAL WORKPLACE REFERRAL TO THE EAP

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- CONSULT WITH A FIRST SUN RISK MANAGER
- DISCUSS THE WORKPLACE PROBLEMS WITH YOUR EMPLOYEE AND DOCUMENT THE DISCUSSION
- CLEARLY COMMUNICATE YOUR EXPECTATIONS FOR IMPROVEMENT TO THE EMPLOYEE

# FORMAL WORKPLACE REFERRAL

- PREARRANGE AN APPOINTMENT WITH A RISK MANAGER
- COMPLETE REFERRAL FORMS
- YOU WILL BE INFORMED OF EMPLOYEE'S PARTICIPATION AND PROGRESS UNTIL PROBLEM IS RESOLVED





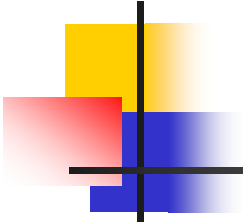
# YOUR EAP SERVICE

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- **FREE SESSIONS WITH A NETWORK PROVIDER FOR COUNSELING AND LIFE MANAGEMENT SERVICES**
  
- **LIFE MANAGEMENT SESSIONS:**
  - **LEGAL**
  - **FINANCIAL**
  - **ADULTCARE SERVICES**
  - **CHILDCARE SERVICES**
  - **COLLEGE ASSISTANCE**
  - **FAMILY PLANNING**



# YOUR EAP SERVICE



YOU AND FAMILY MEMBERS WHO ARE  
ELIGIBLE FOR YOUR COMPANY  
INSURANCE BENEFITS ARE ELIGIBLE  
FOR EAP SERVICES

IF REFERRED TO A PROVIDER THROUGH  
INSURANCE, YOUR INSURANCE CO-PAY  
MAY APPLY

